

PacifiCare Health Systems

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Survey Instruments and Purpose

Survey Instruments	CAHPS Health Plan Survey
Version/Population	Commercial - Adult
Languages	English, Spanish
Additions/Changes to Instruments	<ul style="list-style-type: none">• Supplemental questions
Purpose of Project	<ul style="list-style-type: none">• NCQA accreditation• Internal quality improvement

Survey Administration

Administered Since	PacifiCare funds its own survey projects and has administered them annually for several years.
Administration Mode	HEDIS protocol (mail with telephone followup).

Uses of Survey Results

Reporting	This plan reports survey results to NCQA for accreditation.
Quality Improvement	They also use data for internal quality improvement initiatives.
Marketing/Publicity	
Pay-for-Performance	The plan has a pay-for-performance program.

3/1/2006